

PTO-1449 Information Disclosure Citation in an Application		Application No. 10/072,431		Applicant(s) Nygren, et al.		
		Docket Number 019143.0349		Group Art Unit 3623		Filing Date Feb. 8, 2002

U.S. PATENT DOCUMENTS							
		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
KD	A	6,442,567	08/27/2002	Retallick, et al.	707	104	05/14/1999
KD	B	6,542,602	04/01/2003	Elazar	379	265.06	02/14/2000
KD	C	6,574,661	06/03/2003	Delano, et al.	709	223	09/24/1998
KD	D	6,640,145	10/28/2003	Hoffberg, et al.	700	83	06/03/2002
KD	E	6,707,904	03/16/2004	Judkins, et al.	379	265.06	02/25/2000
KD	F	6,763,104	07/13/2004	Judkins, et al.	379	265	02/24/2000
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FOREIGN PATENT DOCUMENTS								
		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
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NON-PATENT DOCUMENTS		
	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
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PTO-1449		Application No. 10/072,431		Applicant(s) Nygren et al.	
Information Disclosure Citation In an Application		Docket Number 019143.0349		Group Art Unit 2171	
				Filing Date February 8, 2002	

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U.S. PATENT DOCUMENTS							
		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
KD	A	US 2001/0012356 A1	08/09/2001	McDuff et al.	379	265.02	09/30/1997
KD	B	5,946,375	08/31/1999	Pattison et al.	379	34	05/12/1997
KD	C	6,058,163	05/02/2000	Pattison et al.	379	34	05/12/1997
KD	D	6,263,049	07/17/2001	Kuhn	379	34	09/25/1997
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		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
KD	M	WO 01/60027 A2	08/16/2001	PCT	H04M		X	
	N							
	O							
	P							
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		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
KD	R	International Search Report in International Application No. PCT/US 03/01684 dated June 2, 2003, 8 pages.	06/02/2003
KD	S	International Search Report in International Application No. PCT/US 03/01685 dated June 4, 2003, 8 pages.	06/04/2003
	T		

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		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
KD	A	5,793,861	08/11/1998	Haigh	379	266	06/11/1996
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	C						
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		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
KD	M	EP 1 016 998 A2	07/05/2000	EPO	G06F 17/60		X	
KD	N	WO 01/75747 A1	10/11/2001	PCT	G06F17/60		X	
KD	O	WO 01/54388 A1	07/26/2001	PCT	H04M 1/64		X	
	P							

		DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
KD	Q	Ronni T. Marshak, "IBM's FlowMark Object-Oriented Workflow for Mission-Critical Applications," <i>Workgroup Computer Report</i> , Vol. 17, No. 5, XP 000568699, May 1994, 11 pages.	May 1994
KD	R	David Hollingsworth, "The Workflow Reference Model," Document No. TC00-1003, <i>Workflow Management Coalition</i> , January 19, 1995, 55 pages.	January 19, 1995
KD	S	Kerry W. Hassler et al., "Revolutionizing Definity® Call Centers in the 1990s," <i>AT&T Technical Journal</i> , July/Aug. 1995, 10 pages.	July/Aug. 1995
KD	T	PCT International Search Report in International Application No. PCT/US 03/01759, dated November 14, 2003, 7 pages.	Nov. 14, 2003

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